

FOCUS ON

VOLUME 15 YEAR 2017



AUSTRALIAN OPERATIONS

BRISBANE - GLADSTONE - TOWNSVILLE - MACKAY - WEIPA





**USE YOUR HEAD TO
PROTECT YOUR HEAD**

WEAR YOUR SAFETY HAT

Board of Management Focus on

The year 2016 can be characterised as dynamic and successful for Smit Lamnalco.

We thoroughly adapted our organization and cost structure in anticipation of tough market conditions. Winning new contracts still requires to be best in class. But currently cost leadership and an aggressive pricing strategy are additional requirements.

The Smit Lamnalco employees proved too be able to absorb many changes: amongst others a new CEO, changing the structure of both the commercial organization and the operational & technical structure, reducing the staff, implementing a more efficient Maintenance & Repair, improving the purchasing process, restructuring and strengthening sales and implementing ERP.

And we continued investing in being best in class. As one of the leading marine service providers, Smit Lamnalco continuously aims to improve the safety of the marine work environment for its crew, clients and other stakeholders in our harbour and terminal operations. As part of that vision, Smit Lamnalco was actively involved in the development of the SIGTTO Support Craft at Liquefied Gas Facilities – Principles of Emergency Response and protection – on and offshore guidelines/principles.

The SIGTTO publications provide a comprehensive training curriculum, which formed the basis of the new Smit Lamnalco LNG training programme.

The training programme will be fully endorsed by the relevant class society and will provide tug masters, pilots and crews with the required training in line with the SIGTTO principles.

Smit Lamnalco recently invested in a 4-station portable Emergency Response simulator. By having the ability to simulate real emergency response scenarios at the location of operation, we efficiently train all crews with the ability to widen the stakeholder span, e.g. involve the terminal operator and or the port as well. We are proud to announce that this trainings programme will be delivered to our crews, starting in Gladstone, at our expense, over the first 6 months of next year. As a result, Gladstone will be one of the first ports in the world having the crews of their supportive craft trained in line with the LNG requirements.

We see this as a major safety improvement by leading the establishment of world's best practice, in line with the highest operational and safety standards of the LNG Industry.

I am proud that all these efforts and sacrifices of our employees were worthwhile: we achieved and even exceeded all targeted savings for 2016 and laid a sound basis for cost leadership in 2017. And commercial hit rates for renewals and new contract inclined significantly.

In brief: In 2017, Smit Lamnalco is also ready to provide best in class service to our clients at competitive rates.



Gerben Eggink
CEO (a.i.)



TURTLE REHABILITATION CENTRE GLADSTONE

Jessie taking care of FRANKIE
a 25 year old turtle hurt in the
water and now having a secure
future thanks to Smit Lamnalco
as sponsor.

BECAUSE WE CARE!

COLOPHON

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FOCUS ON AUSTRALIA

WEIPA

TOWNSVILLE

MACKAY

GLADSTONE

BRISBANE

PERTH

SYDNEY

TERRITORY

QUEENSLAND

WESTERN AUSTRALIA

AUSTRALIA

NEW SOUTH WALES

VICTORIA



MEETING FREDERIK RUTGERS

How is that over 20,000 kilometres from home, I had the privilege of meeting Frederik Rutgers who was born in the same town as me, namely The Hague in The Netherlands? And guess what? We also went to the same school there...way back!

THE MAN FROM THE HAGUE

But now Down Under is where he lives and works. Frederik Rutgers is the Commercial Director for Smit Lamnalco Australia, based in the Sydney office. Frederik came all the way from Sydney to the port of Gladstone during his day off for this interview.

So we owed the man special treatment and we invited him for a boat trip involving a tug operation, during a photo shoot by Klaas Slot.

One of the reasons why Frederik made the effort to fly two hours to see us

was because he was, in fact, one of the people who had to make all the preparations to make the Gladstone contract work.

Back in 2010, together with Patrick de Jong Peter Warner and Eddy Price, he was responsible for the start-up of the exclusive license for harbour towage. I asked him: "How was that...really easy?"

"It was quite a challenge to put it mildly" he grins. "Time pressure is what you

are facing 24/7! Within six months, we had to get the vessels built in time and then we had to get them from Turkey to Australia. During the mobilisation, we had to deal with critical circumstances because we had to pass through a pirate infested area, so we needed escorting gunboats and armed people on board. Serious stuff!

"Singing Christmas Carols In Gladstone"

Another problem was to recruit the right people and train them. And on top of that, we had to negotiate with the unions. In between, you had another thousand things on your mind."

"But it all turned out well I suppose?"

"Look for your self!" he says with a proud grin. When we started, we had 5 tugs and a spare. Now we've got eleven tugs working here! I would say it was a joint effort between the crews and the

office staff."

Frederik lived in Gladstone for five years and, last January, he moved to Sydney with his family and Evan Milne took over his position as General Manager.

"So Gladstone is all history now?"

"Well as a matter of fact, I'm still highly involved with this port because of the renewal of the contract! And there is something completely different that has nothing to do with me and Gladstone, but has everything to do with my wife and Gladstone!"

"Tell me more!" I ask.

"My wife is an opera singer and once she had organised a sort of special opera event for the community, the current mayor asked her to come back down to Gladstone in December to sing Christmas Carols!"

"Book me a front row ticket Frederik!"

"Sure, I owe you that much!" he says laughing and enjoying our little boat trip, while watching another smooth job done by one of the Smit Lamnalco tugs in the port of Gladstone.



The Port of Brisbane is the shipping port and suburb of Brisbane, on the coast of Queensland. It is located on the lower reaches of the Brisbane River on Fisherman Island, an artificial island reclaimed from the smaller Fisherman Islands group at the mouth of the river. It is currently the third busiest port in Australia and the nation's fastest growing container port. The port has 29 operating berths including 9 deep-water container berths and 3 deep-water bulk berths as well as 17 bulk and general cargo berths. In total, the port facilitates 2,600 ships annually and transports more than 28 million tonnes of cargo each year. There are also 2 cruise ship wharves with all the conceivable facilities.

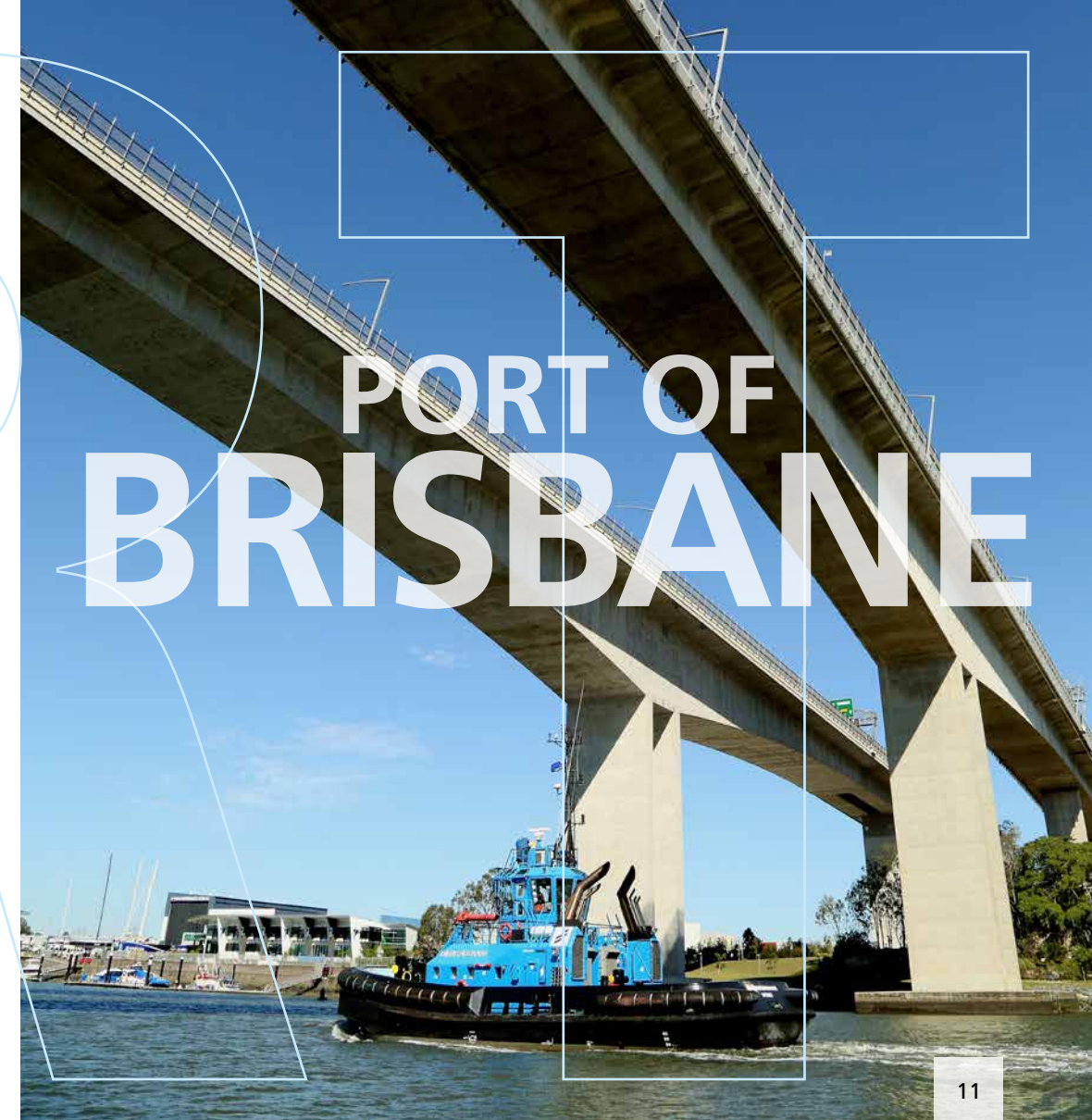
Stepping back in time, here is a brief historical overview of Brisbane. Brisbane's recorded history dates back to 1799, when Matthew Flinders explored

Moreton Bay during an expedition from Port Jackson. He discovered that the region had long been occupied by some aboriginal tribes. The town was initially conceived as a penal colony for British convicts sent from Sydney. However it's suitability for fishing, farming, timber and other activities resulted in it becoming a free settlement in 1838. Brisbane owes its name to Sir Thomas Brisbane (1773-1860), a former British officer and colonial administrator and later Governor of New South Wales.

Thereafter, the region including Brisbane prospered with the flow of free settlers. Brisbane became the capital of Queensland and the Brisbane River became of great importance to the town's import and export activities. During World War II, Brisbane played a prominent role in the defence of Australia. The city became a temporary home to thousands of Australian and American servicemen. Even U.S.

General Douglas MacArthur had his Pacific headquarters in the present day MacArthur Central building. The Campuses were converted into military barracks for the final three years of the war.

The post-war years were difficult for most of the Australian cities in raising funds for repair and development. For Brisbane, the water supply was a real threat for the rapid increasing population. Many residents relied heavily on rainwater stored in tanks. The Brisbane River inundated the city severely over the years. A comprehensive flood mitigation scheme was instituted for the Brisbane River catchment area in the aftermath of the 1974 flood. Since then, the city remained largely flood-free, until the floods in 2011 and 2013 brought this to an end. New and innovative plans were designed for the construction of new dams and levees, in an attempt to make the city safe and free of floods in the future.



PORT OF BRISBANE



BEN HART

DOWN UNDER

Down Under. Just two ordinary words without a real positive implication. But if it's the nickname for Australia, then you are talking about a completely different feeling. Down Under is in fact Up Above of all expectations!

And that is exactly what happens if you come to Australia for the very first time! Our first stop was Brisbane, a real eye-opener. Boy what a getting-to-know-you that was! A town with an exclusive metropolitan touch, but not a copy of The Big Apple, London or Hong Kong. No way! This is a mixture of work and leisure at its very best!

No crowded streets here, no desert of bricks and asphalt, but a variety of architecture and green areas with a meandering Brisbane River, which is a landmark all on its own.

But we are not in Brisbane to promote the city, however stunning a place it may be. We are here for Smit Lamnalco. The port is close by the city centre, just a 15-minute drive away.

UP ABOVE OF ALL EXPECTATIONS

Arriving at 18 A Howard Smith Drive, we were rather surprised at HQ SL Brisbane. The office is a one-room space prefab building for a one-man band.

“Boats are a good way to live an adventurous life”

We are welcomed by Ben Hart, who is the New South Wales and Victoria Contract Manager for Smit Lamnalco. Australia. Ben is a true maritime expert. From the age of 18, he was active on sailing ships, working boats, small tugs and barges and, at a certain point, he got involved in super yachts. “Boats are a good way to live an adventurous life” says Ben with a twinkle in his eye. But it will get even more exciting talking about his adventures. For over two years, Ben sailed on the replica of The Endeavour.

He started as a volunteer and, months later, they offered job and so he became a rigger and he also did some sail making.





outstanding service

“If I had to build a house, it would fall over”

But he had to move on, so after The Endeavour, it was about time to get serious and make plans for the future. He went to university in Sydney and ended up as a civil engineer. He then started working for a marine construction company. Working on heavy wharf constructions. “If I had to build a house, it would probably fall over,” he grins! Shortly after, Ben moved on to dredging. He was very fortunate to work on some very significant dredging projects in Australia.

But after a while, Ben came to the conclusion that, although the projects he was working on were great fun, re-inventing your self every couple of years was a bit boring. So instead of being involved in project-based work, Ben was looking for a new challenge. It was then that Tony Cousins asked him to join PB Towage in Sydney and, just one year, later Smit Lamnalco took over the company. From that time on, it brought a lot more certainty and stability.

On the other hand, tough decisions had to be made, such as shutting down three operations. Nevertheless, Ben is very optimistic about the future for Smit Lamnalco in Australia.

“The good thing” he says “is that people recognise we have a very good product and we provide an outstanding service”. And that is exactly what we will experience just an hour later when we board the King and see how smooth and safe an operation is carried out by tow master Tristan and his crew!



“RE-INVENTING YOUR SELF EVERY COUPLE OF YEARS IS A BIT BORING”

SMIT LAMNALCO OPERATIONS AT BRISBANE



THE VESSEL CREWS ARE ON STANDBY 24/7

At the near end of The Port of Brisbane, just before Fisherman Island where the new reclaimed land area starts, we find the Smit Lamnalco Towage base. This is the home of the SL KING, SL COOK and SL MURRUMBIDGEE. At the small base office, Aron Wood, assisted by Russell Stewart, are in charge. The phone rings at regular intervals. Clients want to change the hours of ship arrivals and they have other requests.

The vessel crews are on standby 24/7, as well as the vessels themselves. At any time of the day, they can be called into action as Smit Lamnalco handles 40% of the incoming and departing vessels, which need assistance in the Port of Brisbane. During our first day of action, we are quite lucky as we have the opportunity to photograph the berthing assistance of the DEVON EXPRESS, a cattle transport vessel from VROON Shipping in The Netherlands. The SL MURRUMBIDGEE moves up river and, on the command of the Brisbane harbour pilot, she makes a connection at the aft of the vessel. We pass the famous Brisbane Bridge and make our way in the direction of the Hamilton Wharf, close to the cruise terminal. The linesmen moor the vessel at the quayside, where the cattle arrive from all kinds of places. Large trucks from the Fraser Cattle Trucking Company transport the animals to the government controlled inspection station and, one by one, they are inspected before boarding the vessel. Australian regulations on cattle exports are extremely strict.

Even at the port of destination, in this case Indonesia, Australian inspectors check the animals again. In total, the DEVON EXPRESS transports 2,200 head of cattle.

The next operation we are about to witness is the berthing of the GLOBAL VISION, a bulk carrier, which will be moored at one of the wharfs on Fisherman Island. This operation must be performed by two tugs, the SL MURRUMBIDGEE and the SL KING. Captain.... And Captain Tristan moves their vessels to the harbour entrance.

After they both moored their vessel fore and aft, they guide her to the berthing place. As soon as the pilot gives the command, the vessel is swung 180 degrees facing the sea again. The pushing operation continues and the vessel is safely moored alongside the quay. The SL KING moves back to the tug base and we continue to assist the NGANKIN, a container vessel, which must be shifted from her place at the container terminal. A small job but, nevertheless, all the normal un-mooring and mooring procedures must be observed. The pilot is on board and the captain follows his lead. Deckhand Glenn is at the bow of our vessel, handing over the towing line. The weather is perfect, so the entire operation runs smoothly and doesn't take long. The SL Brisbane tugs work around the clock and they always work enthusiastically. Well-trained and with excellent connections with the Port Authorities and clients.



Tristan. He has the looks of a Rock & Roll star but also he is true gentleman and most of all... a Tug Master!

"I've been sailing since I was six years old" he starts telling me when we have a brief conversation on the bridge of his tug in the port of Brisbane.

"The maritime industry seemed to be a natural progression for me to move into and choose to start a career!" "Great, so that went just like that?" Tristan starts laughing. "No, it took some time before I became a Tug Master. My first job on the water was selling ice cream from a boat along the beaches of Sydney."

"Right, so you became a sort of Ben & Jerry's millionaire?" Again a

"My first job on the water was selling ice cream"

loud laugh "Ha-ha, no way man! Next thing was the water-taxi in the port of Sydney and after that, I was actively sailing in the Hobart races and later I moved on to sail private super yachts and was based mainly in Alaska and Canada."

"And now working for SL in Brisbane, how did that come about?" "Comes a time that you want to settle down and have a family. So here I am a Tug Master in the port of Brisbane... what more do you want?"

Tristan is a true tug master and he probably feels like the boat is named after him, like a "KING"

Daniel Raddatz is not a typical example of a mainstream, sort of Tug Master, in the sense of how he looks. For those who have ever heard of ZZ TOP, they probably have the picture now! Daniel has been the master on this tug for six years. It was brand new then and it's still in mint condition! "So here you are, master and commander! Where did it all start?" I ask him. "Well, it was when I discovered scuba diving and became a dive master that gave me the motive to work at sea" And when I received his resumé a few days later by email, you can really say he was motivated! Marine Qualifications: Master – 35m NC act as Chief Mate on vessels - 80m in the EEZ (200nm)

Certificates: Seaways Consultants – Azumeth Tug Handling & Harbour Towage Trainee Trainer course (2012) – Port Facility Security Officer. But also he was involved with construction & modifications of company vessels in Vietnam and so and so on! "Give me clue, what is it that gives you the thrill with these tugs?" I wonder. "The boats are brilliant!" he responds swiftly. The handling, they are fun to drive and they can do amazing things! And you are doing the things you don't do in any other part of the industry" "A Boys dream, I guess?" "Absolutely!" No more questions! Daniel Raddatz convinced me. He's doing what he likes most, working on and with a tug!

"Scuba diving gave me the motive to work at sea!"



TRISTAN & DANIEL



THE PORT OF GLADSTONE

These days, almost a 100 million tonnes of cargo is handled by the Port of Gladstone. The largest multi-commodity port in Queensland and the fifth largest port in Australia. It is also the fourth largest coal-exporting terminal in the world. Located 525 kilometres north of Brisbane.

We go back in history. The Port of Gladstone had a vivid and interesting history before it became of any importance after slow growth. In May 1770, HM Bark Endeavour, the famous ship under the command of Captain James Cook, sailed into the entrance to Gladstone Harbour under the cover of darkness. Matthew Flinders, making his circumnavigation

of Australia during 1801-1803, became the first recorded European to sight the harbour in August 1802. He named the harbour Port Curtis, after Admiral Roger Curtis, the man who was of assistance to Flinders years earlier at the Cape of Good Hope. But it was John Oxley who conducted further exploration of the natural harbour and surroundings in November 1823.



The Port of Gladstone is one of Australia's finest natural deep-water harbours. Gladstone is Queensland's largest multi-commodity port, handling over 30 different products. Major cargoes include coal, alumina, aluminium and cement. The port has six main wharf centres, comprising 16 wharves.

Coal exporting started in 1925 at Auckland Point. Later, live horse exports occurred in the mid-1930's. During the 80's and 90's, many more berths were completed and taken into to service as coal export expanded rapidly.

The western part of the harbour basin is currently being expanded, primarily to allow increased exports of liquefied natural gas (LNG). Santos is building an LNG plant on Curtis Island. Exports from the Santos plant are expected to begin in 2016.

THE PORT OF GLADSTONE



What does the Port of Gladstone mean for Smit Lamnalco? Among other things, the berthing and de-berthing of LNG tankers. Liquefied natural gas has been safely produced and transported across the globe in increasing quantities for more than 50 years.

LNG is shipped in double-hulled tankers especially designed and constructed to maintain the low temperature of LNG. These ships contain primary and secondary cargo containment systems that prevent leaks and the ships feature sophisticated equipment to enhance safe navigation. The gas is stored in a special containment system within the inner hull. The design of this system enables the LNG to stay cold without the need for pressurisation.

Typically, LNG ships are up to 290m long and constructed to stringent international standards. They are equipped with a comprehensive range of safety equipment, emergency shutdown systems and fire and gas detection systems. These carriers are also subject to international security and safety codes. LNG weighs less than half the weight of water, so it will float if spilled on water,

before quickly evaporating and dissipating into the atmosphere, leaving no residue. If LNG were to spill, the environmental clean-up would be minimal to non-existent.

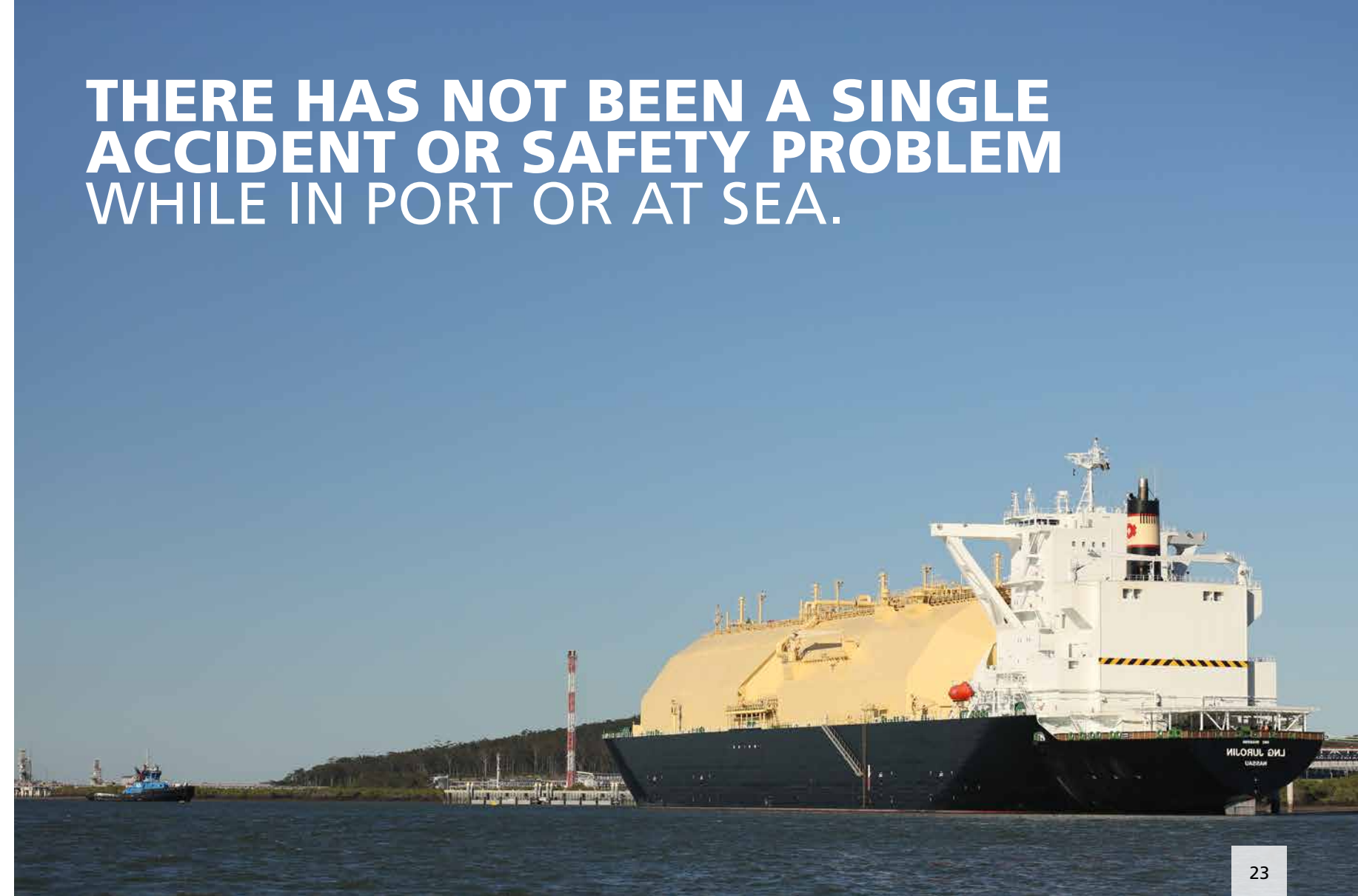
Ships will arrive in Gladstone Harbour approximately every three days for loading, with 120-130 shipments each year.

Each LNG carrier will be guided by four tugs and a Pilot while in the Gladstone Harbour.

The LNG ships are owned and operated by customers. LNG vessels that must enter Gladstone Harbour are subject to very high international security and safety codes. There are strict vessel channels and controlled movements of the carriers once they enter the Great Barrier Reef Marine Park.

To enter Gladstone Harbour, the LNG Ship Master and Pilot will follow the port transiting requirements set out in a Vessel Transit Plan prepared by Maritime Safety Queensland and the Gladstone Ports Corporation. To further enhance safety, the LNG ships will be escorted by four Smit Lamnalco tugs whilst transiting the inner harbour and two tugs while in the outer harbour. Thus minimising the risk of any incident or accident in this environmentally vulnerable region.

THERE HAS NOT BEEN A SINGLE ACCIDENT OR SAFETY PROBLEM WHILE IN PORT OR AT SEA.





Evan Milne

“I’ve got my hands full with Gladstone!”

I had no choice!

Evan Milne General Manager of The Gladstone operation since January 2016.

Don’t ask me why but Evan Milne reminds me of a movie actor but his name doesn’t pop up anywhere. Anyhow, Evan will shortly show me that he knows his lines by heart and is a ‘one take’ character!

Evan has been in the marine business for over thirty years. He started as an engineer. “I’m a third generation marine engineer, so I had no choice”, he says with a smile.

His family had a business based near Brisbane, carrying out ship repairs all over Australia. From there, he went to sea. After Evan got married, he worked on a tug as a sea-going engineer. After that, he worked himself up in management. Asking him if that was a good decision, he grins and tells me: “Well, some said it was a lapse of sanity and others said it was career move, it depends on who you ask!”

He felt he could make a difference in terms of efficiency, and as any business can improve, he implemented new strategies and tried to run it as efficiently as possible. Evan Milne also has a Master Certificate, and of course, that comes in handy when you are dealing with marine operations. Then you can see it from both perspectives! “And as I relied heavily on my engineering

background, I spent the money wisely and made the right decisions when it came to investing or when a vessel needed to be repaired” he tells me when we are on a tug that is one of a total fleet of eleven. In the office, he works together with a staff of ten people divided over a technical department, operations, procurement and scheduling (logistics).

To provide a clear picture of it all, Evan explains that there are a lot of conflicting priorities in the port of Gladstone as they have three separate gas plants, but there are also coal terminals, general cargo, fuel and the Rio Tinto aluminium plant. So he and his workforce have to be alert so that all operations are carried out on time, safely and correctly.

If you ask him in what way Smit Lamnalco is different from, for instance, an Australian company, he answers that SL is very well-structured and that the biggest challenge for the Australians is to understand how the Dutch like to do business. It’s all a matter of learning.

“Management is about compromise and listening to other opinions and many management ideas coming from Rotterdam are very good and we need to adopt

them.” With these words, Evan sounds a bit like a diplomat. Nevertheless, there is no reason for me to doubt what he says as he continues telling me. “But of course there are also typical Australian things to deal with, for instance, the Maritime Unions and then it all comes down to local expertise and informing Rotterdam what the best way forward is.”

So what will the future look like I asked him? “Well it’s a very competitive market, not only here in Australia but worldwide and we have to be aware of the fact that there are companies that want to take over our business. So you have to work cost effectively all the time and deliver the best possible service to our clients 24/7”.

Before asking Evan another question, he comes with the plot line, as he says:

“But so far, it seems to work out very positively because clients are extremely happy with the performance of Smit Lamnalco in the port of Gladstone!”

And then all of a sudden, I remember the name of the actor, Steve Buscemi!

But I’m pretty sure Evan Milne wouldn’t have made a mess of it like Steve Buscemi did in the film Fargo... no way!

“I’m a third generation marine engineer, so I had no choice!”

EVERY DAY ONE LNG TANKER





RUSH HOUR

with Mell Ellis

Actually, she has no time to talk to me because I come along during the 'rush hour' it seems. But an hour later, I got luckier and I can talk to her. Mell Ellis is a 'scheduler' at Smit Lamnalco Gladstone, Australia. She has to direct no less than 11 tugboats, where everything comes down to logistics skills and acting quickly.

"I was doing a nursing degree" she tells me with a smile. "In those days, I had a short break and I went to Port Hedland to visit my sister. It was there and then that I applied for a job as a tug-scheduler and I got it the next day. I never went back to nursing because the money here was so good!".

"What kind of study is required for this job?" I asked her.

"Well to be honest, I learned it just by doing it and I picked it up really fast...so that's it!" Then she starts telling me all the ins and outs of what a 'tug-scheduler' is all about.

What can I say. I'm speechless. It's really not that simple, I can tell you that!

And in between, she is answering phonecalls, focused on her screens and re-schedules on her computer. She works in shifts, 12 hours on, 12 hours off.

Mell is in control. She seems to fit perfectly into what she is doing! Oh yes, no doubt about it!



SAFETY

with Clare Ellis

Some find all these rules and all those warnings a bit over the top. But if an accident occurs, then you don't hear them anymore, then there is suddenly reverse criticism. Clare (pronounced Claire) Ellis knows everything about it. She's not Senior SHEQ Advisor at Smit Lamnalco in Gladstone Australia for nothing

She is a highly competent Health & Safety Professional with a proven track record of accomplishment in ensuring maritime vessel compliance and safety. I'm focused on establishing pro-active safety awareness and injury free environments. Having a detailed knowledge of international maritime policy and legislative frame works, I deliver expert management advice that supports and enables the delivery of organisational objectives and values. Clare tells me: "Well if I explain to my children what my job is, I'll tell them; my job is to make sure that everybody who works here goes home again to their family, every day, every night! But if an accident occurs or something happens, I make sure that we look at that incident and that it will be investigated and find out what actually went wrong, it's not about people who made a mistake, but how and why the system had failed. So I work in that arena to make sure we have an answer as a company and fix the problem" You couldn't say that Clare is only concerned with very serious matters, because during our conversation, she appears a cheerful woman, but when it comes to 'safety' there's absolutely no room for jokes and rightly so!



Brett

Brett Miers is steaming towards a new job that is beginning just outside the Port of Gladstone. Brett is also the Tug Master trainer and asks if I want to take his place. Before I know it, I'm the navigator and I attempt to keep the Tondoon on course. I'm doing all right, but I know when I need to moor the tug to a tanker, it will be quite a different story. But well in advance, Brett takes over from me and I follow with admiration the manoeuvres he performs with his other two crewmembers to perfection.

ON BOARD

ONE OF THE 11 SMIT LAMNALCO TUGS IN GLADSTONE



Graham

Graham Coyne is the engineer who ensures everything always runs smoothly. He is a man of few words and I can quite understand that when he invites me for a look at the 'spotless' engine room, as talking above all that noise is completely impossible!



Alan

Alan Richardson is a deck hand and you don't have to explain anything to him. He's been more than 30 years at sea and knows better than anyone that, of course, experience matters. But that it's also vital that routine does not get the upper hand. It's imperative you always remain alert every time, as this kind of work is just a little bit different from, for example, delivering letters!

SL OPERATIONS AT GLADSTONE

What does the Port of Gladstone mean for Smit Lamnalco?

The Smit Lamnalco tug base is situated in the Port of Gladstone right behind the coal-loading terminal. A modern facility with 3 state-of-the-art mooring berths for 11 tugs. A warehouse with direct access to the loading ramps makes everything easy and convenient. At the office, the scheduler maintains contact with the port authorities and directs vessels 24/7 for berthing and un-berthing operations. Schedules are always subject to changes as sometimes ships are not ready or the tide plays a role for departing or arriving. There is only one major rule in Gladstone; LNG vessels always have the highest priority.

Gladstone is a busy port and, due to the fact that Smit Lamnalco handles all the vessels, there is lots of activity around the clock. Maintenance is a very important issue to keep the ships up and running. The coal terminal behind the tug base is constantly fed with new vessels.



UZMAR BUILD:
SL AWOONGA
SL KOONGA
SL KULLAROO
ST TONDOON
ST YALLARM

DAMEN:
SL TARGINNIE

SANMAR BUILD:
SL CURTIS ISLAND
SL QUOIN
SL HERON
SL BOYNE
ST WIGGINS.

OUR 11 TUGS IN GLADSTONE

Watching a berthing operation of an LNG tanker is impressive. Early in the morning at the break of day, the SL CURTIS ISLAND and the SL HERON ISLAND move to the outer port limits and make a connection to the aft of the COOL VOYAGER and escort her into the ships channel of Gladstone. The COOL VOYAGER is a state-of-the-art new LNG tanker, built in 2013. While entering the port limits, she still makes 11 knots.

When she arrives at Quoin Island, the two other tugs, the SL YALLARM and SL TONDOON, join the COOL VOYAGER. Because she still is at a high speed, it demands high skills and a professional approach from our tug masters. They both attach mid-ships and then proceed up the Curtis River in the direction of the three LNG terminals situated at Curtis Island. Almost 1 hour to go. The convoy passes the terminal and one of the aft tugs, the SL CURTIS ISLAND, now moves to the COOL VOYAGER'S stern. As soon as the SL CURTIS ISLAND is connected, the pilot orders the 4 tugs to start the turning operation of the vessel. SL CURTIS ISLAND and SL HERON ISLAND pull while SL YALLARM and SL TONDOON keep on pushing until she is at her berth. All the lines are brought into position by the vessel crew and terminal mooring crew. There is no linesmen boat here due to the strict safety regulations of the terminal. The tugs are relieved only when the final mooring lines are in position. One tug stays behind on a constant standby position for eventualities during the loading operation. Vessels come and go in this busy port of Gladstone around the clock. Smit Lamnalco vessels perform excellent jobs with great care and safety thanks to their dedicated crews.



SMIT LAMNALCO & LNG IS SAFETY FIRST



THE PORT OF MACKAY

Mackay is a city with a population close to 75,000 inhabitants on the eastern coast of Queensland, located about 970 kilometres north of Brisbane on the Pioneer River. Mackay is nicknamed the sugar capital of Australia because the region produces more than a third of Australia's cane sugar.

The city was named after John Mackay. In 1860, he was the leader of an expedition into the Pioneer Valley. The Mackay family played a leading role in establishing sugar cane plantations and a sugar mill. The area, which is now Mackay City, was originally inhabited by the local Yuibera people.

One of the first Europeans to travel through the Mackay region was Captain James Cook, who reached the Mackay coast on the 1st of June 1770 and named several local landmarks. It was during this trip that the Endeavour's botanist, Sir Joseph Banks, briefly recorded seeing Aborigines. The Port of Mackay is located 5 kilometres north of the City and comprises an artificial harbour formed by rock breakwaters.



The port services a large area that includes the mining communities of the Bowen basin and 4 large sugar mills. The principal imports are refined fuel products, fertilisers and general cargo. Exports include raw sugar, refined sugar, ethanol, molasses and grain in bulk.

Land areas behind the Port accommodate over 100 industrial and commercial businesses with substantial areas of vacant land suitable for further development. With an annual throughput of close to 3 million tonnes per year, the Port of Mackay is not a large port but more a rather important one for the region. North Queensland Bulk Ports Corporation (NQBPC) is committed to a sustainable and responsible environmental approach that seeks to, where possible, prevent and always reduce and manage its impact on the environment.

CLOSE TO **3** MILLION TONNES
PER YEAR





“I’ve sailed on
nearly every
type of vessel”

It’s what most people have in common in Australia or New Zealand. They or at least their family are not originally Australian. They come from all over the place. Martin O’Neill is no exception. He was born in Belfast, Northern Ireland and emigrated to New Zealand in 1970.

I met him in the Mackay Marina on the terrace of Angelo’s, an Italian catering enclave in Queensland, where, while enjoying a Bruschetta, we later start talking to each other about his role as both Port Captain and as the Tug Master of the SL Hunter. It’s a bit of a strange experience because the two Smit Lamnalco tugboats, which we can see from the terrace, are moored between motor yachts and sailing ships. But as turns out later, the real ‘Port’ is just around the corner.

But now it’s Martin O’Neill’s turn to help us understand how someone manages to arrive in this unique place where gently swaying palm trees and the voice of Luciano Pavarotti provide a very different atmosphere than working every day with tugs. “I was just 17 when I signed on to work on a cargo ship in New Zealand and for me, there was actually no way back. So I first went to

The Maritime Institute in Oakland. Then I became third mate, and eventually second mate on both bulk carriers as well as super large tankers, I’ve actually worked on just about any type of vessel other than cruise ships. Then things changed very dramatically for me. That was in 1998.

There was a huge shake up in the maritime industry and I was lucky enough, after many years offshore, to work as a planner for P&O ports in Sydney and in 2000, I had the opportunity to work in Oakland as an operation manager, also for P&O ports. And then in 2003, I moved to South Port, also in New Zealand, to become a ships planner.” But when it’s in your blood, there’s nothing you can do about it. And finally Martin O’Neill went back to sea. From 2006, he was back on the bridge for different employers, including PB Towage, with its homeport in Perth, Australia. When business began to slow down, he was offered a job in

Mackay and since November 2014, he has responsibility for all operations.

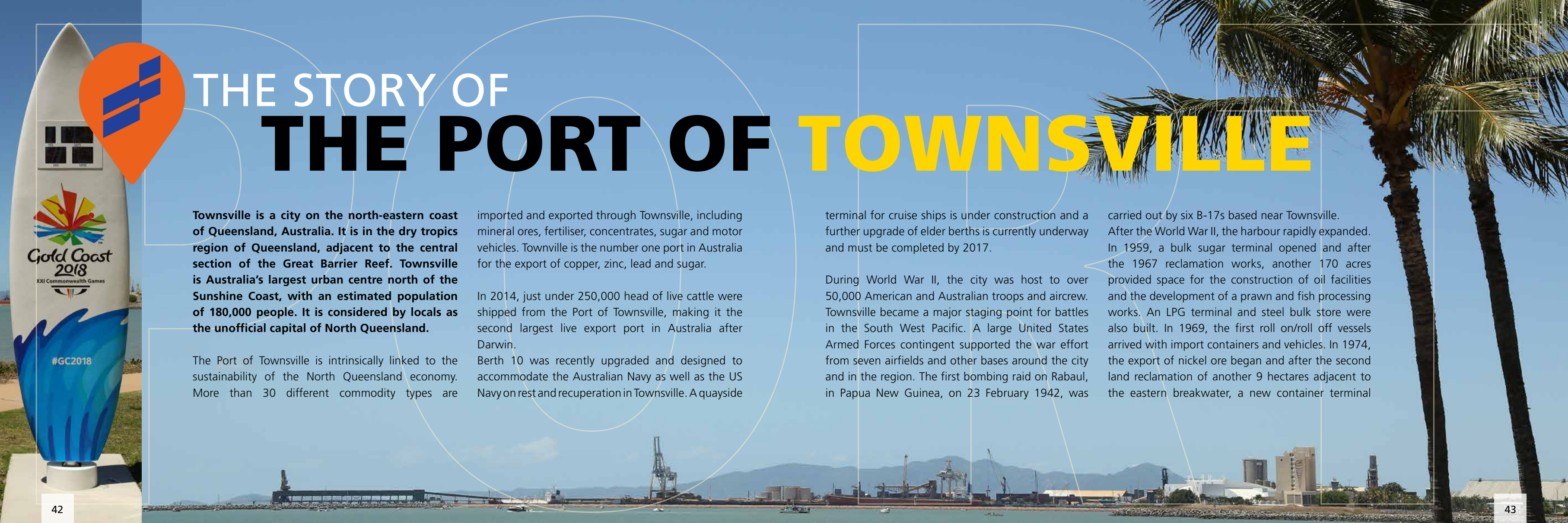
We order two cappuccinos and I ask him, with a smile, what it’s like to be here in Mackay. “Mackay is a very low volume port. We are very lucky with the people we have here.

The tugs we have are a very good mix for the size of tonnage that comes in to the port. And the configuration of the layout of these tugs is a good match in respect of the work that we do here in Mackay.”

Maybe it all seems very relaxed, but I forget for a moment that he is obviously not just a tug master. He also has another job.

“As a Port Captain, I’m responsible for the crew here and I manage the contract liason between the port and Smit Lamnalco. So I resolve any first stage questions or operational issues and if I can’t, then I contact Nikki Carter, who is our contract manager in this region.” I thank him for the interview and then he adds:

“Oh well, just wait till you run in to Tony Cousins. He’ll tell you all the stories! He’s a real character...you know what; he could sell sand to the Arabs!”



THE STORY OF THE PORT OF TOWNSVILLE

Townsville is a city on the north-eastern coast of Queensland, Australia. It is in the dry tropics region of Queensland, adjacent to the central section of the Great Barrier Reef. Townsville is Australia's largest urban centre north of the Sunshine Coast, with an estimated population of 180,000 people. It is considered by locals as the unofficial capital of North Queensland.

The Port of Townsville is intrinsically linked to the sustainability of the North Queensland economy. More than 30 different commodity types are

imported and exported through Townsville, including mineral ores, fertiliser, concentrates, sugar and motor vehicles. Townsville is the number one port in Australia for the export of copper, zinc, lead and sugar.

In 2014, just under 250,000 head of live cattle were shipped from the Port of Townsville, making it the second largest live export port in Australia after Darwin.

Berth 10 was recently upgraded and designed to accommodate the Australian Navy as well as the US Navy on rest and recuperation in Townsville. A quayside

terminal for cruise ships is under construction and a further upgrade of elder berths is currently underway and must be completed by 2017.

During World War II, the city was host to over 50,000 American and Australian troops and aircrew. Townsville became a major staging point for battles in the South West Pacific. A large United States Armed Forces contingent supported the war effort from seven airfields and other bases around the city and in the region. The first bombing raid on Rabaul, in Papua New Guinea, on 23 February 1942, was

carried out by six B-17s based near Townsville. After the World War II, the harbour rapidly expanded. In 1959, a bulk sugar terminal opened and after the 1967 reclamation works, another 170 acres provided space for the construction of oil facilities and the development of a prawn and fish processing works. An LPG terminal and steel bulk store were also built. In 1969, the first roll on/roll off vessels arrived with import containers and vehicles. In 1974, the export of nickel ore began and after the second land reclamation of another 9 hectares adjacent to the eastern breakwater, a new container terminal

THE STORY OF THE PORT OF TOWNSVILLE



was built. An LPG terminal and an aqua ammonia terminal followed soon after. Due to the building of the new eastern breakwater in the early 80's, the commercial fishing fleet was moved to Ross Creek. In 1997, BHP built a berth to handle mineral concentrates from Cannington Mine. In July 2010, the port shipped the first iron ore to depart from the East Coast of Australia since the 1800's. In 2012, it was reported that the port was operating at about one third of its capacity. So future growth is still entirely possible.

Townsville also has its own manufacturing and processing industries. It is the only city globally to refine three different base metals – zinc, copper and nickel – and it is currently in strong contention for an aluminium refinery. Nickel ore is imported from Indonesia, the Philippines and New Caledonia and processed at the Yabulu Nickel refinery, 30 kilometres north of the port. Zinc ore is transported by rail from the Cannington Mine, south of Cloncurry, for smelting at the Sun Metals refinery south of Townsville. Copper concentrate from the smelter at Mount Isa is also railed to Townsville for further refining at the copper refinery at Stuart.

Performing these activities Townsville enables itself to stay involved with its workforce and, with the slight downturn in Australian mining, avoid a depopulation of the town. Next to the industrial activities, there is increasing tourist activity in Townsville. With the Great Barrier Reef on its doorstep, the city offers excellent diving and snorkelling facilities, with a large variety of vessels using the port as a home base for their reef tourism trips.





TOWNSVILLE IS CHARMING AND SO IS NIKKI CARTER!

She is the boss, but even more, she is ‘one of the guys!’ Nikki Carter is the Contract Manager for Smit Lamnalco in North Queensland, looking after all the operations for Mackay, Weipa and Townsville.

She tells me it was all coincidence she got into the maritime industry. After school, she studied nursing but her Dad had a fishing company with a couple of trawlers in Western Australia. “One day, he was sick and he had to stay in hospital, so I grabbed my chance and found a job on a boat. It took him a year to track me down!” she says with a naughty giggle. “But finally, I started working for my Dad, did my masters certificate and had a great eight years at sea. Some time later, I worked together with my husband, who was my engineer in those days. And our first child, Rachel, we took her to sea with us for the first three years” Boy oh boy, this lady is a true marine diehard, so to speak! “But then there came a time I had to stay on shore because of the children, so my husband did his masters ticket and took over the boat as a master!” But don’t think Nikki’s career stopped then, no way! She became a control officer for the Dampier Port Authority for a year and after that, worked for Rio Tinto as a technical officer for the tug business, where she did all the scheduling; pilots, helicopters, the works! Then she went to Woodside as an operation technician on the LNG plant for over six years. She then became an operation superintendent for Mermaid



Marine, also in Dampier. But today she works for Smit Lamnalco and is in charge of handling three tugs and their crews 24/7 here in Townsville. Part of her job is also industrial relations and not to forget H&R! Nikki Carter... she makes the difference! Smit Lamnalco handles all incoming and outgoing ships in Townsville and from the pilot boat, we witness the un-berthing of a car carrier, which is going from port to port

on the east coast of Australia delivering mainly Japanese cars. Her visit was a brief one. Only one day, arriving at night and leaving the following day in the afternoon. Moored in a so-called harbour pocket, 2 Smit Lamnalco tugs swiftly bring her into the ship channel and she is on her way to the next port. Most likely again assisted by Smit Lamnalco tugs. Another job well done.



SMIT LAMNALCO OPERATIONS IN WEIPA

Let's be honest. Have you ever heard of WEIPA? I bet you haven't. Situated on the Gulf of Carpentaria coast of the Cape York Peninsula in Queensland, roughly 2,500 kms NW of Brisbane and 816 kms NW of Cairns, it only exists because of the enormous bauxite deposits along its coasts.

But first a little history. Weipa is just south of Duyfken Point, the recognised location of the first recorded European contact with the Australian continent. Dutch explorer Willem Janszoon, on his ship the Duyfken (Het Duifje) sighted the coast here in 1606. This was 164 years before James Cook sailed up the east coast of Australia and claimed it for the British Empire.

In 1955, geologist Henry Evans (1912-1990) discovered that the red cliffs on the coast were actually enormous deposits of bauxite – the ore from which aluminium is made – and to a lesser extent tungsten.

Commercial mining started in 1961. Rio Tinto owns 100% of the Weipa bauxite mine, with an ore reserve of at least 1.2 billion tonnes in an area of approximately 2,500 sq. kms. Current annual bauxite production is now 26 million tonnes. As the mine is situated on Aboriginal land, Rio Tinto is working with local indigenous people to create positive economic, cultural, social and environmental outcomes for future generations. Rio Tinto Aluminium Weipa is a major contributor to the regional economy, including significant investment in local infrastructure to support the Weipa township.

Front-end loaders use a shallow, open-cut technique to extract and load the bauxite into bottom dump trucks that carry the ore to the dump station. Conveyors and a 19 km railway are then used to move the bauxite to the processing plant. Here, the ore is screened, washed and placed in stockpiles, prior to being loaded onto ships by two loaders.

Weipa harbour is a small port mainly handling post Panama vessels up to a capacity of approx. 83,000 tonnes cargo. Some of the bauxite is shipped to international customers, but most of the Weipa bauxite is supplied to the Queensland Alumina Limited and Rio Tinto Aluminium Yarwum refineries, both located in Gladstone, Queensland. These refineries produce alumina as a feedstock for Australian aluminium smelting operations and for sale on the international market.

Rio Tinto Aluminium has mined and shipped bauxite from Weipa since 1961. The original (northern) bauxite reserves are gradually being depleted and with continued demand for bauxite, the business has identified significant reserves south of the Embley River. A key milestone for the future of the Weipa operations was reached with the State Government approving the Amrun mining project. Rio Tinto developed an extensive programme for the rehabilitation of the environment,



The Smit Lamnalco Towage Australia contract in Weipa is held with Rio Tinto. Rio Tinto mine Bauxite in Weipa. SLTA uplifted the operation on the 2nd of February 2015 after a port closure for 24 hours. The contract term is 3 years, with a one plus one renewal.

SLTA have 27 staff operating in the Port of Weipa, comprising of 1 x Operations Superintendent, 4 x Draft Surveyors and 22 further staff including Masters, Engineers and General Purpose Hands to operate the Tugs and Lines Launches. Tug and lines launch crews rotate on a 6-week roster and the draft surveyors rotate on a 4-week roster. They all also have the option to live in Weipa, ten of whom do so. The Operations Superintendent is a live-in Weipa position, working a five-day week, as dictated by the contract.

SLTA man and maintain three tugs, the MT Harry Evans, the MT Peter Crooke and the SL Fitzroy and two lines launches, the MV Bracq and the MV Alexandria. Two tugs and two lines launches are customer-owned assets and we bare-boat charter the third tug, the SL Fitzroy, to the customer. All three tugs are a Robert Alan design with ASD propulsion.

Shipping movements are based on tidal windows and the customer uses Dynamic Under Keel Clearance systems to maximise tonnage rates per tide. The port is shallow and requires annual dredging. The DUKC system also facilitates the vessels transit of the Torres Straits areas safely. The current contract is monitored via Key Performance Indicators,(KPI's). They are

based on Timely performance, Health and Safety, and Maintenance targets. These are discussed and assessed weekly, monthly, quarterly and yearly. Safety is a paramount KPI, with our customers safety focus of "Zero Harm" always strived for by all Key Stake holders and contractors associated with their operation.

Access to Weipa is via land, sea and air. During the cyclone/ wet season, (the 1st November to April the 30th), road access can remain closed due to considerable rainfall for significant periods, meaning dry goods are transported by barge from Cairns, road freight stops and personnel are transported by air only. As we are in the cyclone belt, all transport can stop during a cyclone and result in the evacuation of non-essential staff, with cyclone procedures followed for staff and vessels. Weipa is deemed to be a remote location.

Weipa's population is approx. 3,500. The town has a hospital, three schools, a shopping centre, a community swimming pool, gymnasium, golf course, bowls club, squash and tennis clubs, as well as rifle, shotgun and pistol clubs. Our customer Rio Tinto facilitates as many social activities as they can. SLTA currently sponsor the Weipa Classic Fishing Competition, The Rio Tinto Piston Cup Golf Tournament and the Sonics Touch Football team. We are currently sponsoring a local Oz Tag football player to the Oceania Games in Auckland, New Zealand to represent the Australian Indigenous team in December 2016.

Our community interaction is a vital part of our contract.





GIRL POWER

Belinda O'Connor!

TOWNSVILLE HAS SOMETHING OTHER PORT CITIES IN AUSTRALIA
ALMOST CERTAINLY DON'T HAVE.

And?

Well... she is a Tug Master! No, she is neither the talk of the town nor even famous for what she does. But man, what a woman she is! For me, she was one big question mark in terms of what kind of person she would turn out to be. What would she look like? I hadn't a clue, honestly!

And then all of a sudden, she's standing in front of me. At least, she drives up in an ultra-fast sports car. A beautiful blond woman with a pair of eyes that look at you cheerfully and quite disarmingly. Who is this woman? What does she do? What is she thinking? What does she want? I want to know it all!

"I just love the water and I love being on boats"

"Belinda O'Connor, or just call me Bindy, as everybody does!" she says, as we sit down on a covered terrace in the harbour area. "How come?" is my first question to her. "I just love the water and I love being on boats" she replies, answering with a big bright smile.

"Tell me more", I encourage her.

"Well, it started way back when I was eighteen as a deck hand on boats that brought people to the Great Barrier Reef and from there, I worked on barges and later on, on a couple of tall ships. And I got my first skippers ticket at the age of twenty, I think. After that, I had a little water taxi and a floating hotel. That was an amazing concept. A sort of floating building. It was way before it's time! After that, I upgraded my tickets and moved on to ferries as a master and, some time later, I also was in charge as the operational manager. So I did a bit of both for over seven years. And then I left the ferries and became Port Marine Manager for about eight years, so I looked after all the shipping, port control, emergency response...that sort of thing" "Impressive!" is the only word I can think of, I suppose. She starts laughing and continues.

"Too much office work, too much paperwork! No just joking. But when I looked out of the window and watched those tugs, I knew, that's it for me! So I

never gave up till they gave me a job!"

"Great, but were you ready for the job?" I ask her.

"Well I started as a superintendent and we agreed that, when I showed the right attitude, they would train me to become a tug master and help me get all the correct tickets. And now, for three years, I'm doing the thing I like most, to be on a tug at sea!

And of course I ask her the question, "How do you survive as a woman in a world still dominated by men?"

"I never had a drama! A lot has got to do with your attitude and you have to have a good sense of humor. It's not so much about boys and girls, but you are part of a group of people, you've got to respect each other. I work with a great bunch of guys here in Townsville. It's all serious work that's for sure, but in between and after work, we have some good laughs I tell you that!"

"And is there any time left for you to do other things than being on the tug?"

COMING EVENTS



Event: **GASTECH TOKYO**
Date: **4th - 7st april**
Venue: **Chiba, Tokyo, Japan**



Event: **OTC**
Date: **1th - 4st may**
Venue: **at NRG Park, Houston, Texas, USA**



Event: **OFFSHORE MARINE & WORKBOATS**
Date: **25th - 27st September**
Venue: **Abu Dhabi National Exhibition Centre,
Abu Dhabi, United Arab Emirates**



A JOB
WELL DONE



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